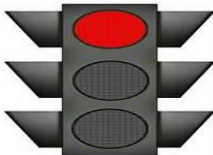
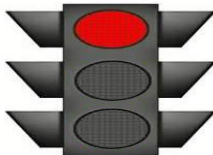


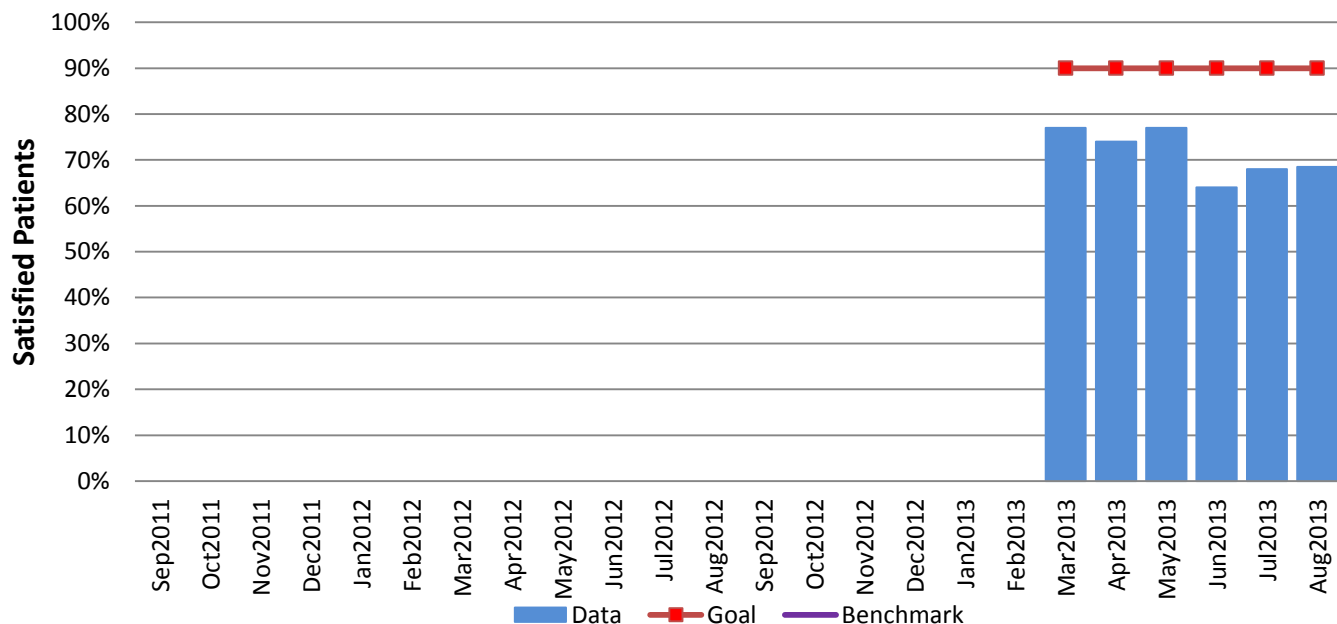
Clinic Customer Satisfaction Survey

Public Health & Wellness

9/18/2013

| Measurement method | | Why measure? | | What is our goal? | |
|--|------------------------------------|---|---------------------------------|--|---|
| The average score of volunteer patient survey responses gathered from computer kiosks at four LMPHW clinic locations throughout Louisville Metro | | To assess how well LMPHW provides clinical services to patients on a daily basis | | Increase the overall visit satisfaction score to 90% | |
| How are we doing? | | | | | |
| Sep2012-Aug2013 12 Month Goal | Sep2012-Aug2013 12 Month Actual |  | Aug2013 Goal | Aug2013 Actual |  |
| 90% | 71% | | 90% | 68% | |
| Satisfied Patients | Satisfied Patients | | Satisfied Patients | Satisfied Patients | |
| | | | Performance Stoplight Key | | |
| | | | Red Light = Off Goal | | |
| | | | Yellow Light = Approaching Goal | | |
| | | | Green Light = Meets Goal | | |
| | | | No Lights = No Goal/No Data | | |

Clinic Customer Satisfaction Survey



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